

Case 1925356

Last Edit Date: 01/11/95

Acc# :
Name : Mr. Scott Wade
Address: 226 West 50th St.
New York, NY 10001

Home Ph: 718-294-6006
Work Ph: - -

Date Occurred: 00:00
Date Received: 01/11/95 10:52
Date Closed : 01/11/95 10:58

When Referred :
Referral Resp Due :
Referral Resp Recd :

Letter Code:

Check Amount : \$ 0.00
Coupon Amount: \$ 0.00

Controllable : N

D.O.B. : 07/04/61
Age : 33

Initial Representative : A. Witherspoon
I : Representative : A. Witherspoon
Method of Contact : call
Type of Contact : Complaint
Type of Customer : RJR Smoker
Product Brands : Doral Brand Style - Non-specific
Promotions : No Entry
Reason for Contact : Retailer Sells Complimentary Product
Priority : No Entry
Action Taken : resolved referred no further crd followup
Referred To : Division Manager
Store Type/Class of Trade : Restaurant/Bar
Root Cause : No Entry
Source of Contact : No Entry
Survey : Yes
Satisfaction Tracking System : April Witherspoon
Promo Type : No Entry
Contact by Family : Doral
Fulfillment House : No Entry
Plant : No Entry
Sales Divisions : 1224 - Manhattan

DM	T&D	REP
1224		09
1225		
1226		
1229		
1230		
PTC	SAM	
ROM	PA	SO
RM	PC	NO
1240	1242	SAM

Type: C Representative: A. Witherspoon

In Date: 01/11/95 10:55 Due Date: 00:00 Done Date: 00:00

Desc: Who:

stated that the 8TH AVE. SMOKE SHOP located on corner of 8th ave. and 4th st. is selling the dorals buy one get one free priced at \$2.25 and when one reg. pack only cost \$1.55. he feels the .70 difference is too high for a free pack, this should be investigated.

51849 9899